FY 2019 FLEET MANAGEMENT PLAN
AND BUDGET NARRATIVE
FOR
GENERAL SERVICES ADMINISTRATION (GSA)

(A) Describe the agency mission, organization, and overview of the role of the fleet in serving agency missions.

(1) Briefly describe your agency's primary/core mission and how your fleet is configured to support it.

The mission of GSA is ***"Deliver value and savings in real estate, acquisition, technology, and other mission-support services across government."*** GSA consolidates the buying power of the Federal Government to serve other Federal agencies by obtaining quality products and services at the best available price. To fulfill this mission, GSA operates a fleet of approximately 890 vehicles; this Fleet Management Plan (FMP) covers that fleet.

The primary sub-organizations of GSA with allocated vehicles are the Public Buildings Service (PBS), comprising about 78 percent of the fleet, and the Federal Acquisition Service (FAS), comprising about 10 percent of the fleet.

The Public Buildings Service is the landlord for the civilian Federal Government. PBS manages over 370 million rentable square feet of workspace for federal employees, owns 1,600 plus assets totaling over 180 million rentable square feet, and manages 7,000 plus leased assets totaling over 180 million rentable square feet. The rent federal agencies pay is the major source of funding.

The Federal Acquisition Service (FAS) operates at the core of the GSA mission: Leverage the buying power of the Federal government to acquire the best value for taxpayers and Federal customers. To support GSA and accomplish our mission, FAS uses innovative techniques and leverages government-wide buying power, acquisition expertise, and electronic tools to successfully deliver new and existing services, products and solutions.

The configuration of the fleet, as reported in FAST, is:

Figure 4: FAST FY 2019 Inventory by Vehicle Type

***Note:** According to FY 2019 inventory data in the Federal Automotive Statistical Tool (FAST)*

Vehicle Type	Number	Percentage
Sedans/Station Wagons	521	54%
Buses	1	0%
Light Duty 4X2	193	20%
Light Duty 4X4	210	23%

Medium Duty	26	3%
Heavy Duty	1	0%
Totals	**952***	**100%**

*Note: FAST reported FY2019 a total of 952. However, the total inventory data was reported higher than expected. GSA, for the second year, reported the Federal Acquisition Service (FAS); Fleet Management 'dispatch' vehicles, coded under 025. It is believed data clean up and identification of FAS' dispatch vehicles in the Fleet Management System needs to continue as this additional fleet will continue to result in this discrepancy and therefore be reported in FAST erroneously. The GSA internal fleet end of year inventory would be more accurately reported at approximately 890 vehicles. GSA Internal Fleet will have to practice data clean up with the Regional counterparts in Workplace Services with quarterly reviews and corrections as needed while continue to track, monitor and report monthly status' in an effort to maintain clean and accurate data for data calls. The previous FAST report for FY2018 was a total of 975 vs. an actual of 900.

As detailed below, each region operates not only passenger vehicles but also functional vehicles that enable personnel to perform maintenance and repair work (e.g., at heating plants) or to transport materials. This requires stake body trucks and pickups up-fitted with utility boxes for tools and work supplies.

(2) Has your agency's primary/core mission changed since the submission of your last Fleet Management Plan? If so, please describe how it has changed.

No, however, there was a colocation of the National Capital Region (NCR) from 7th and D Streets, Regional Office Building (ROB) to the 1800 and F Streets, Central Office (CO) Building. This move can only contribute to the continued effort to further reduce the overall internal fleet, by specifically addressing the NCR fleet needs.

Additionally, with the March 2020 Proclamation Declaring a National Emergency Concerning the Novel Coronavirus Disease (COVID-19) outbreak the GSA internal fleet has seen a reduction in usage of the fleet. This naturally should result in temporary cost savings of fuel use and other indirect costs. However, while this may be temporary and does afford the program an opportunity to relook its current missions and determine where these savings may continue in the future there remains a clear need for vehicles in areas such as building maintenance, investigations, customer contracts and transport of people and/or materials.

(3) Please describe the organizational structure and geographic dispersion of your fleet.

PBS, FAS, and other sub-organizations deliver GSA's services to its Federal customers through 11 regions, each with its own regional and field offices strategically situated within its designated geographic boundary. Overseen by the Office of Administrative Services (OAS); Operations Support Division (H2B), the GSA internal motor vehicle management program is in its fourth year of consolidation of the internal fleet from an operationally decentralized to centralized program. This nationwide program extends across Central Office and the 11 regions and field offices within the respective regions. The graphics below show the GSA regions and indicates the geographic dispersion of the fleet: Note: Region 11 is now centrally located at the Central Office Building but remains a separate Region.

Figure 5: Map of GSA Regions

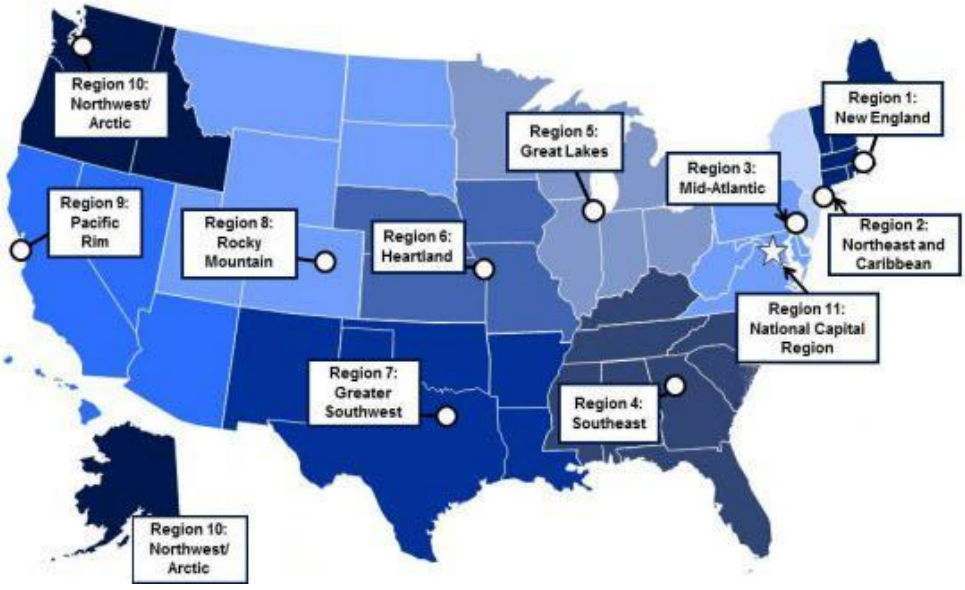

Figure 6: Vehicle Quantities and Percentages by Region **approximate*

Program	Total	Percentage
1 - New England (Boston)	45	5%
2 - Northeast & Caribbean (New York)	55	6%
3 - Mid-Atlantic (Philadelphia)	79	9%
4 - Southeast Sunbelt (Atlanta)	118	13%
5 - Great Lakes (Chicago)	110	12%
6 - Heartland (Kansas City, Missouri)	49	6%
7 - Greater Southwest (Fort Worth)	105	12%
8 - Rocky Mountain (Denver)	47	5%
9 - Pacific Rim (San Francisco)	90	10%
10 - Northwest/Arctic (Auburn (Seattle))	50	6%
11 - National Capital Region (Washington, D.C.)	138	16%
Total	***952**	**100%**

For a detailed list and description of GSA's organizations and their respective missions, see Attachment A.

(4) Describe how vehicles are primarily used, and how do mission requirements translate into the need for particular vehicle quantities and types.

Ancillary missions, fall into two categories: administrative functions and the Office of the Inspector General (OIG) - law enforcement (LE).

Administrative vehicles typically are passenger sedans, and many are in formal or informal pools located at office sites within the respective regions. For example some of these vehicles are

allocated to the Central (Security) Office in Washington, D.C. They fall under continuity of operations planning (COOP) and continuity of Government (COG) requirements; that is, they are intended to transport a leadership team of about 30 personnel if "continuity" action is deemed necessary. The vehicles are up-fitted with red lights, sirens, and communications equipment.

The OIG, has offices situated across the respective GSA regions, has approximately 76 vehicles. It is an independent organization within GSA. The Office of Investigations within the OIG consists of special agents with full statutory law enforcement authority; they make arrests, execute search warrants, serve subpoenas, and carry concealed weapons. OIG Special Agents are tasked with performing investigations of fraud, waste, and abuse involving GSA programs and operations. OIG Special Agents are on call 24/7, 365 days a year. The vehicles range from passenger sedans (sub-compact, compact & midsize), light-duty SUVs, Pickup, Passenger Minivan and two medium duty SUVs.

(B) Describe the agency's vehicle acquisition/replacement strategies.

(1) Describe your agency's vehicle sourcing strategy and decision(s) for purchasing/owning vehicles compared with leasing vehicles through GSA Fleet or commercially. When comparing the cost of owned vehicles to leased vehicles, you should compare all direct and indirect costs projected for the lifecycle of owned vehicles to the total lease costs over an identical lifecycle. Include a rationale for acquiring vehicles from other than the most cost effective source. Note: Information on calculating indirect cost is contained in FMR Bulletin B-38, Indirect Costs of Motor Vehicle Fleet Operations.

GSA's internal fleet is 100 percent GSA Fleet leased; therefore, a comparison with ownership and a rationale for acquiring vehicles has not been developed.

(2) Describe your agency's plans and schedules for locating AFVs in proximity to AFV fueling stations.

All covered vehicles due for replacement undergo a structured process of evaluation. During the annual vehicle acquisition cycle GSA's OAS Fleet Manager along with the WPS Team Leads, who serve as the Mid-Level Reviewer in the Customer Acquisition Module (CAM), ensure that we meet GSA's acquisition guidance. The guidance includes assigning AFVs in proximity to AFV fueling stations. GSA's goal is to acquire the most fuel-efficient, alternative fuel and/or lowest GHG-emitting vehicles as possible, in support of meeting both Federal and Agency requirements.

GSA internal fleet has consistently provided an annual *FY Acquisition Guidance for GSA Internal Fleet Customers and the GSA Fleet - Fleet Service Representatives (FSR)*.

The VAM process generally looks at vehicle and fuel type and utilization and takes the information for analysis to help maximize reductions in the overall fleet thereby petroleum use and GHG emissions. GSA's OSD and WPS Team Leads will use the latest VAM (FY2019) analysis as a guide when reviewing and approving vehicle replacement requests from OAS's internal fleet customers during the FY2020 cycle.

The DOE; Fleet DASH provides automated missed opportunities (MOs) notifications. MOs occur when drivers of alternative fuel vehicles purchase regular gasoline or diesel when alternative fuel is available at nearby stations that accept the Wright Express (WEX) card. The MO notifications also includes additional information about fuel use and provides resources to assist in further increasing the internal fleet customer's alternative fuel use. The Fleet DASH will be further enhanced for Federal Agency to use in support of current Federal requirements.

While the GSA OAS Fleet Manager previously wrote a Standard Operating Procedure (SOP) to incorporate the use of Fleet DASH at the regional OAS; WPS level. It was determined that the WPS Regions did not have the resources to take on additional fleet management tasks. The additional duties and responsibilities relative to Fleet such as managing the Dispatch Reservation Module (DRM) and Customer Acquisition Module (CAM), while initially was a learning curve, continues to prove more resources are needed at the regional level. With that, other plans are being made on how best to manage the internal fleet at the Regional and local level. Particularly, with the current pilot and future use of the Telematics data. The program will continue to use any/all tools available to communicate with local fleet customers in an effort to educate and help them understand the steps that they can take to increase the efficient use of their GOV.

(3) Describe your agency's approach to areas where alternative fuels are not available and whether qualifying low greenhouse gas (LGHG) vehicles or ZEVs are being placed in such areas.

Essentially, no matter what location, the GSA internal fleet program seeks to deploy the most fuel-efficient, alternative fuel and/or low green-house gas (GHG) emitting vehicle as possible.

GSA's deployment of vehicles in locations where alternative fuels are not available is focusing on reducing the size of the vehicles by deploying the smallest vehicle/smallest engine size possible to meet the mission. OAS will also strive to deploy advanced lean-burn technology vehicles with LGHG emissions that qualify as alternative fuel vehicles under Section 2862 of the National Defense Authorization Act of 2008.

The GSA; OAS; OSD, in coordination with Regional WPS offices, will continue to work with the fleet customers to acquire hybrids, PHEVs, and EVs where appropriate and as costs and funds will allow.

(4) Describe your agency's plans to reduce greenhouse gas (GHG) emissions as compared to a 2014 baseline.

The fleet-wide per-mile GHG emissions (using a baseline from FY 2014) and specified targets for GSA's internal fleet are:

Figure 7: GSA Internal-Fleet GHG Emission Targets

FY	Standard Fleet-wide Measures	Actual CO_2e/mile
2014	Baseline	413.89
2015	Actual	345.18
2016	Actual *(Target 405.62% 2.00%)*	335.03
2017	Actual *(Target 397.34% 4.00%)*	331.08
2018	Actual *(Target 385.96 6.75%)*	327.87
2019	Actual *(Target 374.58 9.50%)*	320.09
FY	**Target Percentages**	**Target**
2020	12.25%	363.2
2021	15.00%	351.82
2022	18.75%	336.29
2023	22.50%	320.77
2024	26.25%	305.25
2025	30.00%	289.73

GSA has sought to achieve an optimized internal fleet. In 2011, GSA reported an internal-fleet inventory of 1,217 vehicles; for FY 2019, GSA is reporting an internal-fleet inventory of approximately 890 vehicles; thus, over the nine-year period, GSA has reduced its internal-fleet inventory by over 327 vehicles (27 percent). In large part due to this positive outcome, the FY 2019 fleet-wide GHG emissions metric (gCO2e/mile) stands at 320.09, below the 2014 baseline of 413.89 and the 2019 target of 374.58. Indeed, the GSA fleet already hits the GHG targets through 2023. Nevertheless, GSA will continue to work toward sustaining positive GHG outcomes.

Again, the GSA OAS Fleet program will continue to work with the regions to acquire hybrids, PHEVs, and EVs where appropriate and as vehicle availability, infrastructure and budgets permit.

(5) Is the acquisition of zero emission vehicles (ZEVs) part of your fleet strategy to achieve current sustainability requirements? If funding is required to comply with this mandate, has it been requested?

GSA Fleet continues to provide analysis to determine locations where, if EV infrastructure exists or if deployed, vehicles could be replaced with EVs without negatively affecting mission accomplishment. The information provided provides vehicle replacement data and locations where sufficient numbers of the types of vehicles for which EVs and the infrastructure are presently, both government-wide and commercially available, namely subcompact, compact, and

midsize administrative sedans.

The GSA; OAS; OSD Internal Fleet program will continue to work with the regions to acquire AFVs - Hybrids, PHEVs, and EVs where costs and funds permit.

With regards to funding, OAS' first priority is to reduce the overall fleet inventory and thereby the budget. Additional budget requirements will be taken into consideration for Federal and Agency fleet initiatives outside of vehicle leasing as infrastructure and funds permit.

(C) Describe your agency's Telematics related acquisition strategies.

(1) Where appropriate, are telematics now being added to all new passenger, light duty vehicle and medium duty vehicle acquisitions? (Yes or No)?

GSA's annual Acquisition Guidance remains updated to include this requirement. At the time the FY 2019 Guidance was drafted, the telematics pilot program was not active. However, the internal fleet is now an active participant in the pilot program and has approximately 110 vehicles outfitted with GeoTab device.

GSA Fleet will continue to offer telematics in the FY2020 Annual Acquisition (replacement) Cycle. GSA internal fleet program will continue to acquire additional telematics during that replacement cycle.

Previously, the Internal Motor Vehicle Management program underwent a consolidation of all internal vehicles under the reorganization of the Office of Administrative Services (OAS); and the establishment of Regional Workplace Services (WPS). At present, we have implemented, at the Regional Office Buildings (ROB), the Vehicle Dispatch & Reservation Module (DRM), a GSA Fleet efficiency reservation tool that allows OAS to gather vehicle usage data.

This tool encourages car sharing, which will help to reduce overall miles and fuel use, as well as encourage smart trip planning. Use of this tool will also help us identify and eliminate unnecessary or non-essential vehicles from the agency's fleet inventory. Continued use and expansion of this fleet efficiency tool, when/where able, will allow us to achieve and maintain an optimal fleet.

Analysis of the overall internal fleet inventory including data retrieved from the DRM has and will continue help to identify vehicles that are suited for deployment of vehicle telematics in the current pilot as well in the future.

(2) If not, please explain if there are security or service availability concerns, lack of return on investment, or other issues that make the installation inappropriate for certain vehicles.

GSA's internal fleet vehicles could be exposed to hacking as emerging issues regarding federal fleet-vehicle security insofar as telematics (and other electronic systems) arise. GSA's OAS will

develop and incorporate detailed information in the annual vehicle acquisition guidance when possible mitigation actions are identified.

OAS continues to have budget constraints which is a primary consideration when planning program requirements such as telematics and EV initiatives.

Plans will continually be redressed in the coming Fiscal Years.

(3) If telematics is not yet installed but will be installed in the future, please describe your plans.

As noted above, GSA Fleet invited the Internal Fleet to participate in their pilot and approximately 110 vehicles have been up fitted to date. FY2020 Acquisition cycle will include additional up fits. GSA internal fleet will continue to participate in the GSA Fleet pilot program through FY2020. This pilot will allow GSA; OAS fleet program to partner while capturing lessons learned and plan and prepare for future expansion of the telematics program as funds and resources permit.

(4) Approximately how many vehicles currently have telematics installed?

110

(5) Has the agency acquired telematics through GSA, directly from a vendor, or both? For telematics not acquired through GSA contracts, please list the name of the product and company.

Will be acquired through GSA Fleet

(6) Are the data produced through telematics captured by your agency's fleet management information system (FMIS)?

GSA Fleet intends for the data to be captured by the FMIS GSA Fleet Drive – thru.

(7) Please share the types of telematics technology and features installed, successes, benefits and lessons learned that you have realized through the use of telematics.

GSA Internal Fleet is currently participating in the GSA Fleet Telematics Pilot Program. Approximately 110 vehicles have been up fitted to date and have GPS capability. The Telematics is provided by GeoTab.

(D) Describe your agency's efforts to control fleet size and cost.

(1) Explain any measurable change, since last year, in your agency's fleet size, composition, and/or cost or if you are not meeting optimal fleet goals (based on agency VAM study results

Between 2011 and 2019, GSA has achieved its plan for an optimized fleet inventory. In 2011, GSA reported an inventory of 1,217 vehicles (and the reported optimized fleet at that time was

1,169 vehicles); for FY 2019, GSA reported an inventory of approximately 890 vehicles; thus, over the seven-year period, GSA has reduced its fleet inventory by more than 300 vehicles which is (approximately 27 percent), significantly more than the initial plan for an optimized fleet).

(2) Describe the factors that hinder attainment of your optimal fleet (e.g., budgetary, other resource issues, mission changes, etc.).

GSA's internal fleet has exceeded its plan for an optimized fleet, as detailed above. Further improvements are possible, and GSA's OAS will continue efforts to improve on fleet metrics for both inventory and GHG emissions.

Consolidation Eligible, Vehicle Replacement and/or Turn in Exercises have been conducted over the past couple of years. GSA continues to build relationships with their local fleet customers in an effort to better understand their vehicle needs while striving for an optimal fleet.

The OAS internal motor vehicle management program has implemented, at the Regional Office Buildings (ROB), the use of the Vehicle Dispatch Reservation Module (DRM) tool designed and developed by the GSA Federal Acquisition Service (FAS), GSA Fleet. This tool will encourage car sharing, track usage, reduce overall miles, reduce fuel use, and potentially reduce the overall fleet inventory and costs. Additionally, use of the DRM tool will encourage trip planning thereby assisting in the attainment of an optimal fleet.

Internal fleet vehicles leased by GSA Fleet are identified and input in the DRM tool when/where able. GSA Employees roles and responsibilities are identified (Dispatcher, Vehicle Operator etc.) and users given access to the DRM tool as needed.

(3) Discuss any trends, such as movement from larger to smaller vehicles, and the rationale or causes behind such trends.

GSA OAS fleet program requires an explanation for larger vehicles. This requirement is part of the annual acquisition guidelines. The most common larger vehicles operate out of maintenance shops and cannot be downsized due to work requirements. Some OIG vehicles are larger to meet specified mission needs.

(4) Discuss the basis used for your future cost projections (published inflation estimates, historical trends, flat across-the-board percentage increases, mission changes, etc.)

Previously, GSA; OAS consolidated all regional administrative services to include fleet management into the OAS budget.

The OAS; OSD makes every effort to consider the numerous fleet initiatives when formulating a budget. These initiatives fall outside of vehicle leasing and fuel costs. Cost savings has been attained in the past. As OAS; OSD continues to work to ensure all direct/indirect fleet costs are captured improvements in the formulation/execution of the fleet budget will be attained.

(5) Does your agency document/monitor the additional cost of home-to-work (HTW) use of Federal vehicles? If so, please briefly describe how these additional costs are determined.

No. At present, the primary user of HTW is the Office of the Inspector General (OIG). Additional costs associated with HTW use is not monitored.

(E) Describe how your agency assigns and shares vehicles.

(1) Describe how vehicles are assigned at your agency (i.e., individuals, offices, job series, motor pools).

Vehicles are assigned to motor pools, positions, offices, and job classifications. The 2019 acquisition guidance incorporated GSA's Sustainability Plan, as well as existing legislative mandates and Executive Orders. Therefore, it stipulated that "the fleet will be configured to be the most fuel efficient, cost efficient and lowest greenhouse gas (GHG) emitting fleet possible and to serve as a role model for the entire Federal fleet."

A vehicle replacement request is acknowledgement by the local customer (requestor), local manager/supervisor, and Regional WPS Team Lead that the existing vehicle's current rate of utilization warrants a replacement vehicle. The requestor must be able to justify a full-time vehicle assignment based on utilization guidelines 41 CFR 101-39.301 or demonstrate that other options such as vehicle sharing are not viable.

OIG agents fall under the GS 1811 classification as criminal investigators. For that classification, GS-15 and below receive LE availability pay, which includes 24/7, 365-days call-out responsiveness. Agents do not receive overtime compensation because the pay/benefits package already addresses availability. Every agent is properly outfitted and deployable, so each agent has a vehicle (a one-to-one ratio).

The Office of Inspector General (OIG) has been made aware of the GSA FMR Bulletin 33 and asked to assist in the identification of each of the approximate 76 vehicles in the OIG fleet nationwide. The GSA agency fleet manager again confirmed that all except two (2) OIG vehicles will be classified as LE 2.

> **LE 2**: Vehicle configured to perform intelligence, investigations, security, and surveillance activities. May be unmarked or marked. Not expected to perform pursuit or protection operations either on- or off-road and does not require the heavy duty components found on an LE 1 vehicle.

Additionally, the OAS internal motor vehicle management program implemented the use of the GSA Fleet reservation tool, when/where able, the Vehicle Dispatch Reservation Module (DRM). This tool was designed and developed by GSA's Federal Acquisition Service (FAS), GSA Fleet. The DRM will encourage car sharing across GSA's organizations.

Previously, all internal fleet vehicles leased by GSA Fleet at the Regional Office Buildings (ROB) were identified and eligible to use the DRM tool. GSA fleet customer roles and responsibilities were identified and a Standard Operating Procedures (SOP) was written and

shared accordingly.

(2) Describe your agency's efforts to reduce vehicles assigned to a single person wherever possible.

GSA Fleet's Drive-thru portal includes the Vehicle Dispatch & Reservation Module (DRM), which allows creation of multiple motor pools. This tool was designed and developed by GSA's Federal Acquisition Service (FAS), GSA Fleet. The DRM encourages car sharing across organizations.

The OAS internal motor vehicle management program previously implemented the use of the GSA Fleet reservation tool, Vehicle Dispatch Reservation Module (DRM).

Previously, each region or office separately established its vehicle needs; however the establishment of OAS' Workplace Services (WPS) has allowed OAS to more aggressively promulgate a DRM motor pool program across the nation.

Internal fleet vehicles leased by GSA Fleet at the ROBs have been identified to use the DRM tool. The Office of Administrative Services (OAS); Workplace Services (WPS) motor pools have been established. GSA internal fleet customers at the ROBs can reserve vehicles through the Regional WPS DRM process.

Additionally, the FY 2019 Acquisition Guidelines included language to the effect:

> You must be able to justify a full-time vehicle assignment based on the below utilization guidelines, CFR 41 101-39.301 or at a minimum, OAS' utilization guidelines. Otherwise, you must demonstrate that other options such as vehicle sharing/pooling by utilizing the GSA Fleet Vehicle Dispatch Reservation Module (DRM) and establishing a local motor pool is not a viable alternative.

Efforts to reduce vehicles assigned to individuals continue as we review the inventory through the most recent VAM which was done in house using Qualtrics, a web based software that allows the user to create surveys and generate reports. It was learned that we have several vehicles seven (7) years or older and a plan was put in place to eliminate those vehicles. This is an ongoing effort and will be addressed by Region through the upcoming annual vehicle replacement acquisition cycle.

In some cases, personnel are not co-located, so pooling is not possible.

(3) Describe agency efforts to encourage pooling, car sharing, shuttle bus, and other consolidation initiatives designed to reduce the size of your motor vehicle requirements.

The rollout and implementation of the Vehicle Dispatch Reservation Module (DRM), a GSA Fleet efficiency tool, in FY2018 allowed OAS to gather vehicle usage data. This motor pool tool encourages car sharing, which in turn can help us continue to identify and eliminate unnecessary or non-essential vehicles from the agency's fleet inventory. Use of this fleet efficiency tool will assist us with our goal to achieve and maintain an optimal fleet.

In addition to the above, OAS; OSD underwent an exercise to review vehicles at the National Capital Region (NCR). It was determined not all vehicles were needed and some could be turned in due to the NCR co-location as well the analysis of the usage and/or utilization data of the NCR vehicles. This is an ongoing effort and will also be addressed during the annual acquisition cycle. It should also be noted that the co-location resulted in the reduction of Shuttle service.

The annual vehicle replacement acquisition guidance states that a vehicle request is acknowledgement by the local customer that alternatives to vehicle acquisition such as Government Shuttles, public transit, vehicle sharing/pooling, taxi, etc., have been considered and are either not available or are more costly than a Government-leased vehicle.

Finally, these efforts will potentially afford the program cost savings and improve our budgetary position, allowing us to move forward with other fleet initiatives.

(4) Describe how HTW vehicles are justified, assigned, and reported, as well as what steps are taken by your agency to limit HTW use.

Directive OAS 5620.2 is devoted to policy on HTW. The policy is accessible on the GSA web portal. The OIG does have HTW approval and conforms to policy: "Employees serving in positions essential to the safe and efficient performance of intelligence, counterintelligence, protective services, or criminal law enforcement duties. A one-time-only written request is required for the approval of the Administrator." OIG agents have been authorized for HTW because they are on call 24/7, 365 days a year. For other offices, HTW transportation may be authorized in response to severe weather, such as hurricanes or significant snow accumulation.

Finally, the GSA internal fleet program encourages the use of alternatives other than HTW, such as public transportation, trip planning, car sharing and the use of desktop technology such as Meeting Space and Webinar.

(F) Describe the agency's Vehicle Allocation Methodology (VAM) planning and efforts.

Provide information on the methods used to determine your agency's VAM targets/optimal inventory.

(1) What is the date of your agency's most recent VAM study and have all bureaus and vehicles been studied? Please briefly describe the results (Add/Reduce/Change vehicle types, sizes, etc.).

GSA's OAS is responsible for completing the vehicle allocation methodology for GSA's internal fleet. OAS conducted its most recent, in-house VAM study during the summer of FY2019. The survey completion rate was approximately 91 percent. All fleet customer vehicles were given a survey.

Figure 10 shows the results of the most recent VAM study, with approximately less than 50 vehicles identified as potential candidates for elimination/turn in. Additionally, there are approximately 100 vehicles that have the potential to be further reviewed for elimination and/or right typing.

Figure 10: GSA Internal-Fleet VAM Survey Results

FY2019 approx. 900 vehicles (approx 815 responded)

Purchase Type	Retain	Questionable	Potential Eliminate	Right Type
Leased	810	60	50	100
Owned	0	0	0	0

Note: As of FY2019, the internal fleet inventory total is approximately 890, a decrease of approximately 10 (FY2018 900) vehicles.

(2) From your most recent VAM study, please describe/provide the specific utilization criteria (miles, hours, trips, or other measures) used to justify retention of a vehicle? If different criteria are used within the fleet, provide the criteria for each.

The same criteria was used across all organization components and for each vehicle.

The GSA VAM study methodology for FY 2019 used an electronic survey tool called Qualtrics, a web based software that allows the creation of surveys and the ability to generate reports.

OAS;OSD developed survey questions using historical VAM studies and provided users with a structured approach in hopes of helping us determine their vehicle needs. Qualtrics is also automated using MS Excel spreadsheets which enabled the efficient processing of vehicle data responses for analysis.

OAS; OSD analyses primarily focused on two essential vehicle allocation considerations:

a. *Determination of Age* (i.e., if a vehicle is seven (7) years or older).

b. *Determination of Need* (i.e., how badly is the vehicle needed). Need is ascertained by addressing:

i. The *utilization* of a vehicle or group of vehicles.

The survey gathered information that included: per-vehicle mileage; trips per vehicle; mission requirements; operational terrain/environment; and other data sets. When the age and utilization information was reviewed, OAS; OSD recommended action to eliminate older vehicles, specifically seven (7) years or older.

This recommendation was made at the OAS; OSD level and the respective action to take regarding vehicle removal. During the analysis process, age, utilization and mission data responses were reviewed. OAS; OSD will continue to review and analyze the information during the annual vehicle acquisition process. Other areas of consideration to be used during the annual acquisition decision making process is location, alternative fuel availability, current vehicle type, and vehicle fuel-type.

After arriving at final recommendations, the Qualtrics data information excel spreadsheet may/may not be used for the Fleet Attainment Plan. The spreadsheet is raw data and therefore will need to be structured to furnish the fleet optimization plan by year, which GSA OAS will rely on for its FAST submission. Note: The VAM Fleet Attainment Plan is designed to show acquisitions and disposals by vehicle type and by fuel type (conventional vs. alternative).

(3) If you have completed a VAM study since the implementation of asset level data (ALD) within the Federal Automotive Statistical Tool (FAST), were you able to use ALD to analyze your VAM study results and to help spot resulting VAM recommendations for right sizing your fleet?

GSA's last comprehensive VAM was conducted in FY2016. However a less formal study was recently conducted over the summer of FY2019 and those findings were during the FY2020 vehicle acquisition cycle and the FAST VAM Fleet Attainment Plan, in as much as the raw data permitted.

(4) From your most recent VAM study, please attach the questions used to conduct the VAM survey (see FMR Bulletin B-43(7)(B)). If you have multiple studies, attach the one most often used in your fleet.

For the questions used to conduct the VAM survey in FY2019 please see attachment B.

(G) Describe your agency-wide Fleet Management Information System.

Federal agencies were required to begin reporting ALD for the October-December 2017 FAST data call. To comply, your agency needs a fleet management information system (FMIS) that collects and reports inventory, cost, usage, and other information on a "per vehicle" basis.

(1) Does your agency have a fleet management information system (FMIS) at the Department or Agency level that identifies and collects accurate inventory, cost, and use data that cover the complete lifecycle of each motor vehicle (acquisition, operation, maintenance, and disposal), as well as provides the information

necessary to satisfy both internal and external reporting requirements? (See FMR 102-34.340)

Yes, GSA's internal fleet program uses the GSA Fleet Drive-thru system as the official FMIS.

(2) Is your agency using a commercially off the shelf (COTS) fleet management information system or personal property system, an in-house developed system, or GSA's Federal Fleet Management System (FedFMS)? Describe to what extent the system has been implemented agency-wide.

No, the GSA does not use an off the shelf (COTS) FMIS or personal property system. The Personal Property system of record is the GSAXcess.
https://gsaxcess.gov/

The GSA internal fleet program uses GSA Fleet's Drive-thru system as the FMIS of record.
https://drivethru.gsa.gov/fmdtsys/dthome

The internal fleet is 100% leased by GSA Fleet and is used agency-wide.

(H) Describe how your agency justifies acquiring restricted vehicles.

(1) If your agency uses vehicles larger than class III (midsize), is the justification for each one documented?

GSA's internal fleet follows annual FY Acquisition Guidance (policy/procedures).
The OIG has justification for larger vehicles (e.g., vans) for surveillance purposes and for firearms instructors (SUVs) and for computer crimes agents (minivans).

The annual guidance states that a compelling mission related justification be provided by the local customer and approved by the chain of command. The justification should be attached in the Customer Acquisition Module (CAM) and forwarded for final approval.

(2) Does your agency use the law enforcement (LE) vehicle classification system described in GSA Bulletin FMR B-33? If not, why not?

Yes, GSA's Office of Inspector General (OIG) has law enforcement (LE) vehicles and has asked that all of their vehicles, with the exception of two, be placed at the level L2 tier of the B-33 classification system. The law is clear that exemption for Home to Work (HTW) applies for GS 1811s.

OAS; OSD Internal Fleet will participate in the requirement to include telematics on their GSA Fleet leased vehicle acquisitions upon the conclusion of the pilot some time in FY2021. However, it should be noted that the GSA OIG has requested and will exempt them from the telematics requirement.

(3) If your agency reports limousines in its inventory, do they comply with the definition in GSA Bulletin FMR B-29?

GSA's internal fleet does not have limousines in its inventory.

(4) For armored vehicles, do you use the ballistic resistance classification system of National Institute of Justice (NIJ) Standard 0108.01, and restrict armor to the defined types?

(5) Are armored vehicles authorized by appropriation?

GSA's internal fleet does not have any armored vehicles in its inventory.

(I) Describe the impediments to your fleet achieving optimal fleet management.

(1) Please describe the obstacles your agency faces in optimizing its fleet.

OAS makes every effort to take budget requirements into consideration for one of several fleet initiatives outside of vehicle leasing thereby accounting for our participation in the current GSA Fleet Telematics pilot. Future budget projections should include this initiative as we expect to continue to acquire telematics moving forward.

OAS; OSD; WPS will continue to communicate to our internal fleet customers across the nation to improve our customer service all while working toward an optimal fleet. The human element is always a challenge but we continue to strive to educate our internal fleet customers and ask them to consider alternate means of transportation- establishing motor pools and car sharing or make use of other tools such a teleconferencing over driving. These adjustments continue to take time but ongoing communication with local fleet customers will continue.

(2) Please describe the ways in which your agency finds it hard to make the fleet what it should be, operating at maximum efficiency.

The GSA OAS Fleet program has designated regional WPS Team leads that focus on the operations and management of their local fleet. The goal is for regions to have the knowledge and authority to take a more active role in the operation of the local fleet as well as implementing rules, regulations, policy and standard operating procedures. As OAS' Regional Workplace Services (WPS) expands its regional presence, additional training will be required to ensure that all WPS Leads and/or staff are up to date and equipped to provide excellent customer service to GSA's internal fleet customers.

(3) If additional resources are needed, (such as to fund management information system implementation or upgrades, or to acquire ZEVs, or LGHG vehicles, or install alternative fuel infrastructure) have they been documented and requested?

The GSA Internal Motor Vehicle Management program underwent an inquiry of the Region 11 fleet program from the Office of the Inspector General (OIG). While this inquiry is ongoing it is believed that the overall, not just Region 11, review of the numerous areas and the complexities involved in the management of the motor vehicle (internal fleet) program will justify additional resources. Over the years one FTE has had primary responsibility for the entire program. The aforementioned as well as numerous reorganizations and leadership changes has also impacted the growth of the program.

(4) Describe what specific laws, Executive Orders, GSA's government-wide regulations or internal agency regulations, budget issues, or organizational obstacles you feel constrain your ability to manage your fleet. Be specific and include examples. If you have a solution, describe it and indicate whether we can share the solution with other agencies as a potential best practice.

GSA is making every effort to use the tools available to them to maintain the most optimal fleet. As previously shared, the rollout and implementation of the Vehicle Dispatch Reservation Module (DRM) at the ROBs, a GSA Fleet efficiency tool, has allowed OAS to gather vehicle usage data.

While the DRM is not telematics with gps or engine diagnostics, this tool does pool vehicles and encourages car sharing and smart trip planning. This has helped us identify and eliminate unnecessary or non-essential vehicles from the agency's fleet inventory. Use of this fleet tool can only continue to allow us to achieve and maintain an optimal fleet.

Additionally, as previously stated above, the internal fleet is participating in the GSA Fleet Telematics pilot. OAS; OSD Internal fleet worked with GSA Fleet to plan how many and where the telematics is to be installed. GSA Fleet has begun equipping vehicles, approximately 110 to date. Additional vehicles are planned during the acquisition cycle in FY2021. Upon conclusion of the Telematics pilot, OAS; OSD will continue to acquire Telematics as funds allow.

Improving best practices by updating our monthly tracker and the use of tools and/or technology to more closely monitor areas such as fuel consumption and recall notifications will continue to help the program to be as efficient and cost saving as possible.

(J) Describe FAST reporting status, and any anomalies and/or possible errors in reported data.

(1) Was your agency able to report asset level data (ALD) for FY2019? If not, describe your agency's plan to report ALD for FY 2020 data.

Yes and will continue to as systems and data will permit moving forward.

(2) Explain any problems with agency data reported in FAST.

Ongoing Internal fleet data cleanup will help to reduce future errors in the data.

We reported two fleets again this reporting period – This appears to contribute to data issues.
GSA 047 – Internal Fleet
GSA Fleet 025 – FAS' Dispatch vehicles

FAS' – Fleet Dispatch Vehicles Inventory

Cost increase by 10.4%

While further review is needed, the increase of 10.4% seems to in part be related to the additional vehicles we now report in FAST.

OAS, in agreement with the Federal Acquisition Service (FAS), began including any/all FAS Dispatch vehicles (025) in the 2018 FAST reporting cycle.

- In 2018 OAS reported approximately 400 FAS (025) vehicles which included an artificially low indirect (maintenance etc.) cost of $10 each.
- This past year, 2019, OAS reported the FAS (025) vehicles again, approximately 400. However, this time with an industry suggested indirect cost of $468 each.
- The annual lifecycle of the FAS 025 inventory - It should be noted that the FAS vehicles are not necessarily on the inventory for a full year and costs therefore may be overstated.

- The FAS 025 costs are included with the GSA internal fleet 047 costs - One question we will look into is whether FAST can separate FAS 025 from GSA 047 costs, the same as the actual vehicle level data (VLD) inventory count.

Due to the way indirect costs are captured across various systems, as well as the nature of those costs, we don't have information readily accessible as to potential other reasons behind the increase in costs. OAS will continue to further look into these cost line items, and work to identify all fleet costs and ensure these costs are captured completely and accurately.

Overall EPAct Compliance 63% (Acquisition Credits per FAST report FY2019). It's thought that the second fleet is also impacting our EPAct %.

The aforementioned was discussed with both OGP and DOE INL as needed.

(3) Discuss any data fields highlighted by FAST as possible errors that you chose to override rather than correct. Examples would be extremely high annual operating costs or an abnormal change in inventory that FAST considers outside the normal range, or erroneous data in prior years causing an apparent discrepancy in the current year.

As noted above OAS needs to do regular data clean up exercises to reduce data issues in the future.

GSA will strive to improve the management of its internal fleet inventory, mileage, fuel consumption and costs.

GSA's OAS; OSD has identified and applied FMR Bulletin B-38, Indirect Costs of Motor Vehicle Fleet Operations. Upon further review of the internal tracking of fleet costs through various GSA Fleet and Financial Management Systems, we not only are capturing Leasing, Fuel and Maintenance costs but also identified and reporting if/as needed the Agency Incurred Expenses (AI&E), CRASH, as well as fleet related Purchase Card expenses. Clearly identifying these costs will keep the program on track to continue to monitor and report all fleet costs. Having the ability to identify and accurately report costs associated with the program will positively impact our program decision making as well as formulate budgets.

GSA OAS; OSD will continue to scrub the internal reports to accurately identify fleet related costs for the Agency internal fleet program.

(K) Summary and contact information.

(1) Who should be contacted with questions about this agency fleet plan? (Provide the name and contact information for the agency headquarters fleet manager and the person preparing this report if different)

Maureen McKenna
Program Manager
General Services Administration (GSA)
Office of Administrative Services (H)
Operational Support Division (OSD)
1800 F Street, NW
Washington, DC 20405-0001
(202) 501-0024 Office
maureen.mckenna@gsa.gov
(Note: MMcKenna was on a Detail to GSA; FAS from mid Dec 2019 – mid May 2020)

Skip Hamilton, Branch Director
Office of Administrative Services (H)
Operational Support Division (OSD)
Office: 215-446-5738
Cell: 215-704-8737
Email: anthonyj.hamilton@gsa.gov

(2) Indicate whether the budget officer participated in the VAM and A-11 processes. (Provide the name and contact information for the budget office reviewing official).

The OCFO; Budget Office did not participate in the VAM process. The OCFO; Budget Office point of contact is.

Thomas Clark, Fund Certification Official and Program Analyst
(202) 708-6305
General Services Administration (GSA)
Office of the Chief Financial Officer (CFO)
Office of Budget (BB)
1800 F Street, NW
Washington, DC 20405-0001
thomas.clark@gsa.gov

(3) Indicate whether the Chief Sustainability Officer participated in the VAM, vehicle planning, and vehicle approval processes. (Provide the name and contact information for the CSO reviewing official).

The Office of the CSO did not participate in the VAM.

A final FMP will be provided to the Office of the CSO.

Point of Contact (POC):
Jed Ela, Sustainability Advisor
General Services Administration (GSA)
Office of High-Performing Green Bldgs

1800 F Street, NW
Washington, DC 20405-0001
(202) 854-8804
jedediah.ela@gsa.gov

SUBMITTED FINAL TO:
FASTsupport@inl.gov
9/24/2020 at approx. 3:15pm

OAS; OSD Skip
9/24/2020 @8:48am
Awesome, thanks for putting this together Maureen! Very glad you're so proficient!!!

OCFO - TClark
9.23.2020 @11:33am w/minor edits
Spreadsheet looks great Maureen, only had a few comments on the Word document which I attached.

****DOE INL - MKirby***
9.23.2020
Updated, spreadsheet has been loaded.

9.22.2020 @3:23pm (excerpt)
Congratulations! Both files loaded just fine, may want to . . .
*(note: *preliminary, final pending)*

~~*FINAL- submission pending review from DOE INL then coordinate w/OCFO and OAS; OSD.*~~

~~*Draft Submitted OAS; OSD - S Hamilton*~~
~~*9/23/2020 MMcKenna*~~

Attachments

Attachment A: GSA Organization

Office of the Administrator

The Administrator of GSA oversees the entire agency. Working with the management team in Central Office and in the Regions, priorities are set for the agency and ensures that GSA employees have what they need to help other federal agencies accomplish their missions.

Federal Acquisition Service

The Federal Acquisition Service (FAS) operates at the core of the GSA mission: Leverage the buying power of the Federal government to acquire the best value for taxpayers and Federal customers. To support GSA and accomplish our mission, FAS uses innovative techniques and leverages government-wide buying power, acquisition expertise, and electronic tools to successfully deliver new and existing services, products and solutions.

- Office of the Commissioner (Q)

There are six category offices that comprise the business-generating components of FAS. These categories offer a multitude of services, products, and solutions, and they support a broad base of customers.

- Office of Information Technology Category
- Office of Assisted Acquisition Services
- Office of General Supplies and Services Categories
- Office of Travel, Transportation and Logistics Categories
- Office of Professional Services and Human Capital Categories
- Technology Transformation Services

Additional integrator and program management offices maintain FAS business processes and information technology systems, build strategic customer relationships, and support the FAS workforce.

- Office of Customer and Stakeholder Engagement
- Office of Enterprise Strategy Management
- Office of Policy and Compliance
- Office of Systems Management

Public Buildings Service

The Public Buildings Service is the landlord for the civilian Federal Government. PBS manages over 370 million rentable square feet of workspace for federal employees, owns 1,600 plus assets totaling over 180 million rentable square feet, and manages 7,000 plus leased assets totaling over 180 million rentable square feet. The rent federal agencies pay is the major source of funding.

PBS:

- designs and builds award-winning courthouses, border stations, federal office buildings, laboratories, and data processing centers;
- repairs, alters, and renovates facilities;

- donates or sells real estate for federal agencies; and
- manages over 8,000 assets, of which 487 are historic properties.

PBS Offices:

- Office of Portfolio Management and Customer Engagement
- Office of Project Delivery and Office of Design and Construction
- Office of the Chief Architect; Office of Design and Construction
- Office of Leasing
- Office of Facilities Management
- Office of Real Property Utilization and Disposal
- Office of Acquisition Management
- PBS Regional Commissioners (1-11)

Office of Government-wide Policy

OGP is the organization responsible for incorporating federal laws, Executive Orders and other regulatory information into all of GSA policy areas, including but not limited to

- acquisition;
- personal and real property;
- travel and transportation; and
- mail and relocation.

Since its inception, OGP has expanded its organizational structure to support its goals, mission, and agency-wide priorities to improve the management of government-wide services through identifying, evaluating, and promoting data and evidence based best practices, through seven lines of business:

- Office of Asset and Transportation Management (MA)
- Office of Evidence and Analysis (MD)
- Office of Information, Integrity, and Access (ME)
- Office of Federal High-Performance Buildings (MG)
- Office of Regulation Management (MR)
- Office of Evidence Science (MS)
- Office of Acquisition Policy (MV)
- Office of Shared Solutions and Performance Management (MY)

Office of the Chief Financial Officer

The Office of the Chief Financial Officer (OCFO) provides the full suite of financial services to GSA — including budget formulation and execution, analytics and financial data management, financial operations and reporting, as well as financial controls and certification of funds — to ensure proper management of the agency's financial resources. The Chief Financial Officer also serves as GSA's Performance Improvement Officer, with responsibility for overseeing strategic planning and performance management activities across the agency.

Office of Administrative Services

OAS strives to deliver innovative, responsive, and timely value-added solutions for GSA's administrative, workplace, and information needs in ways that promote integrity, the efficient use of government resources and effective risk management.

Office of Administrative Services (OAS):

- Office of Accountability and Transparency

- Office of Executive Secretariat & Audit Management
- Office of Internal Acquisition
- Office of Travel and Charge Card Service
- Office of Workplace Management & Services
  Operational Support Division – Internal Motor Vehicle Management Program

Office of General Counsel

The Office of General Counsel (OGC) provides sound and timely legal advice and representation to our GSA clients. We carry out all of GSA's legal activities with the exception of counsel to the Office of Inspector General and the Civilian Board of Contract Appeals. The General Counsel serves as GSA's Designated Agency Ethics Official and is responsible for managing the Agency's ethics program.

Office of Mission Assurance

The OMA provides integrated security, continuity and readiness expertise to achieve a secure, resilient federal workplace.

Office of Inspector General

The OIG's mission is to help GSA effectively carry out its responsibilities and to protect the public interest by bringing about positive change in the performance, accountability, and integrity of GSA programs and operations.

Source: GSA InSite 7/2020

Attachment B: VAM Survey Questions (FY2019)

Customer/Operator/Driver

What is your role?

Vehicle

What is the current odometer reading? (no commas)

When was this odometer reading taken?
(mm/dd/yyyy)

What is the condition of this vehicle?

Does the vehicle have access to an Alternative Fuel (AF) station (E85, EV charging station etc.)?

Do the AF Stations you have access to accept the Government Fuel Card - Wright Express?

Utilization

How many days per week is this vehicle typically used?

How many trips per week does this vehicle average?

How many hours does a typical trip take for this vehicle?
Trip = when the vehicle is driven from its garaged location and returned (roundtrip)

What is this vehicle primarily used for?

Does this vehicle carry tools or equipment that must be carried in order to perform your job? *(Equipment is anything more than a briefcase and/or a laptop case.)*

Please select how this vehicle is used:

How many people does it normally carry? (Normally is more than 50% of the time)

Is this vehicle restricted to a campus/base/compound?

Do you need to tow trailers with this vehicle?

Is 4 wheel drive required to perform your duties?

On what type of terrain does this vehicle typically travel?

Organization

Is this vehicle in FAS' Dispatch Reservation Module (DRM) System?

Is this vehicle in an OAS Workplace Services motor pool?

Location

What alternative modes of transportation (or technologies) are available to you? CHECK ALL THAT APPLY

How many GSA internal fleet leased vehicles of any type are at this location?

Is pooling/sharing of this vehicle practical at your specific work location?

How many other Federal Government Agencies/Departments are within walking distance (approximately 1/4 mi.) of your location?

Other

Please add any additional comment(s) that you may have regarding this vehicle. (optional)